

DOLIR REVIEW



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Improvements in Print Shop Mean Saying Goodbye to Old Camera



Joe Kempker with the new computer to plate printing system.

The Department's print shop recently got a new printing system that allows print jobs to be sent electronically from the composer's computer directly to the press. This eliminates the need to create the photographic printing plates that were previously used to print from.

The new system produces a much crisper, cleaner printed image and helps speed up the printing process. In the past, photographing printing plates could take up to several days, depending on the job and the number of ink colors involved.

It also means that the Department's print shop camera is going to be going away.

The camera, an elegant black machine the size of a small car, will take with it a bit of DOLIR history.

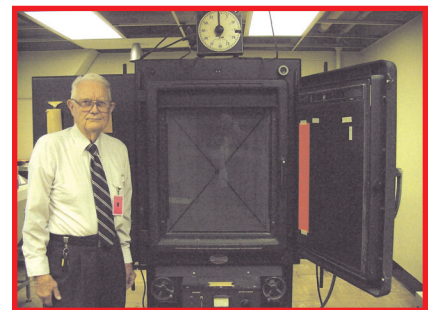
Carl Thomas ran the camera from 1951 to 1985. Thomas says it was used to make photographic plates up until the purchase of the computer to plate system earlier this year.

"We had to make all adjustments to layouts, graphics and photographs manually," Thomas said. "A lot of times people would just come down and say, 'I need this...' and I would have to figure out a way to do it."

Most of Thomas' work consisted of taking photographs and resizing them to fit publications. He also used the camera to create the Department's first letterhead design.

Then there were the odder jobs. "I had a director who did not like his picture in the annual report. He called me and said, 'I want more hair on my head.' So I retouched the photo to make him look like he did," Thomas recalled with a grin.

More recently the camera has been operated by Homer Jones. It will soon be dismantled and sent to surplus property.



Carl Thomas with the Department's print shop camera.

That's progress.

Inside

Employee Profile – Carolyn Koetting	2
Internet Claims Filing System Receives Honors	2
Director's Message	3
Deck the Halls	3
DES Employee's Idea Results in Cost-Saving Computer Program	4
October Employee of the Month	4

GCD Presents Inclusion Awards for Advocate of the Year and Universal Design	5
Dunn's Safety Tips	5
Tip for Dealing with Angry or Upset People	6
New MOSERS Website Feature	7
2003 MLK Birthday Celebration	7
Lifestyles	7

CAROLYN KOETTING

Title:
*Clerk Typist III /
Receptionist*

Division:
Workers' Compensation

Section:
*Regulatory-Missouri
Workers' Safety Program*

Location:
Jefferson City, MO



Employee Profile

Q *What do you consider the most important thing your program/division does for Missouri citizens?*

A We help educate Missouri employees and employers that safety is an important issue for everyone to consider.

Q *How does what you personally do in your job help or affect Missouri citizens?*

A The safety videos we (lend) send out and the OSHA publications we can have sent to an employee or an employer (FREE of charge) show that we are committed to safety and can help others with safety issues.

Q *How do you think what you do could be improved or changed to better serve Missourians?*

A Greater publicity on the various programs the Division of Workers' Compensation has to offer would help. We can also offer free seminars (which is in the planning stages now) to help answer questions that the employees and employers may have. These things hopefully might help change the public's mind and show them that the division is here to help them.

Q *What part of what you do gives you the most satisfaction/pride/feeling of accomplishment?*

A To find out that an employer takes safety issues seriously makes me happy because I am committed to safety in everything that I do.

Internet Claims Filing System Receives Honors

The Division of Employment Security's Internet On-line Claims Filing System won third place in the 2002 National Association of State Chief Information Officers' (NASCIO) Recognition Awards competition.

The awards are given annually to state government information technology programs and systems that have created proven cost effective, innovative solutions in the operation of state government. This year's competition included 127 nominations from 33 states.

The system has also been named one of 99 semifinalists for the 2002 Innovations in American Government Awards given by The Institute for Government Innovation at Harvard University. This award is designed to recognize public sector

programs that devise imaginative and effective ways to meet social and economic challenges. Each semifinalist for this award is eligible for one of five top grants of \$100,000. Finalists will be selected sometime this winter.

The Internet On-line Claims Filing System has been available to Missourians since December 2000. It allows Missourians to file new, renewed and reopened unemployment insurance claims via the Internet. The system gathers and edits all the data entered online by the claimant and interfaces with a mainframe computer to complete the claim process. The complete automation of this process made Missouri the first state to allow individuals to file their unemployment insurance claims without any assistance or intervention from division staff.



DIRECTOR'S MESSAGE



Happy Holidays and Happy New Year

As we approach the end of 2002, it seems appropriate to take a minute to reflect on all of the changes we have seen during the past twelve months.

As a Department, we have worked hard to overcome hardships pressed upon us by budget constraints. A slow economy has meant that the workloads in many of our divisions are up at the same time money has become scarcer. Yet we have persevered, and continued to perform our jobs at a level of professionalism we can all be proud of.

We have made significant changes in the way we do things to increase productivity and reduce waste. We are working smarter. We are working harder.

We have experienced an election that has resulted in dramatic changes in the makeup of our state's general assembly and started our work with a legislature filled with new faces. We are meeting these changes with the same determination and confidence as in past years.

At the same time, on a personal level we may still be trying to come to grips with a new sense of insecurity brought on by the events of September 11, 2001. Many of us face personal financial concerns as well, due to the flagging economy. Each of you has your own concerns, hopes and dreams as we end 2002 and begin 2003.

And while the new year offers us a chance to "start fresh" we must continue to be prepared to fight some of these battles, personally and professionally. But we can also look ahead with the renewed confidence and optimism for the future that makes our state and our country great.

I hope you will all join me in viewing 2003 as another opportunity to prove your amazing dedication to serving the people of Missouri. Somehow, I don't think I will be disappointed.

Thank you. Happy Holidays and Happy New Year to you and your families.

Catherine Shephard

Deck the Halls!

DOLIR Employees Have Caught the Spirit of the Season ...



DES Employee's Idea Results In Cost-Saving Computer Program

Robert Lambert, a Claims Technician II in the Springfield Regional Claims Center of the Division of Employment Security, and Saralinda Viggers, a Management Analyst III with Unemployment Insurance Operations in Jefferson City, teamed up to write a computer program that has resulted in cost savings to the Department estimated at over \$24,000 a year and time savings of more than 30 staff hours a week.

Although programming is not part of his regular job as a claims technician, Lambert first had the idea to devise a program to automate the processing of non-monetary determinations for people who claim unemployment benefits but who do not meet the requirement to report every four weeks to a Missouri Career Center office as part of their job search.

"As I processed these lists week after week, I wondered why it was not automated, and thought of all the man-hours that were wasted," said Lambert.

Lambert decided to write a macro—a program that basically records and replays a series of computer keystrokes—to automate the processing of these lists. He did his work on his own time, since it was outside his regular job duties.

But the software he was using to implement it was soon to be replaced. So when a group of Division representatives learned about his idea during a brainstorming session last summer and liked it, Viggers was assigned to the project to help Lambert re-write the program in a format that was compatible with the new software the claims centers would be using.

After three months of intense programming and testing, they had the program ready for installation and training. What started out as a simple macro had turned into 1,300 lines of code—around 25 printed pages. It also turned out to be a resounding success.

Division employees at claims centers around the state are excited and pleased with the results of Lambert's work.

"The new process is so simple, I just love it," said Carolyn Koetting, a Claims supervisor II in the Kansas City Regional Claims Center. "The number of determinations we have most weeks would take an experienced, fast-typing technician all day to complete. Now it takes minutes."

"It was amazing how accepting and complimentary everyone was," said Lambert. "It was very rewarding to see people using the program and hear their comments on what a timesaver it is, and how easy it is to use." He added, "I like the fact that I helped the Division use its resources a little more effectively and efficiently ... and I like not having to process those (lists) by hand every week!"

Quote of the Month



Some people succeed because they are destined to, but most people succeed because they are determined to.

- Anonymous

Robert Lambert is October Employee of the Month



Robert Lambert, a Claims Technician II in the Division of Employment Security's Springfield Regional Claims Center, has been selected October 2002 Employee of the Month.

Lambert recently designed a computer program that is now used by all of the Division's Regional Claims Centers to process certain non-monetary determinations. His program has resulted in cost savings to the Department estimated at over \$24,000 a year and time savings of more than 30 staff hours a week.

Lambert's co-workers admire his initiative and the dedication he showed during the many hours he put in after work each day to develop and refine the program. "Robert accomplished this major programming task and simultaneously continued to be a productive member of his team, never letting the long and extra hours of work interfere with his regular duties," said Robert's supervisor, Gary Huey. "Such unselfish work and dedication, that has netted the state of Missouri a substantial cost savings and increase in efficiency, is deserving of recognition."

DUNN'S Safety Tips – SAFE SHOVELING



With Jack Frost nipping at our toes, keep in mind that outdoor activities can be risky. Snow shoveling can be especially dangerous. Exercise experts say shoveling snow requires as much energy as running nine miles per hour! Also, breathing cold air and being exposed to the cold make the heart work harder. If you are over 45, sedentary, smoke, have elevated blood pressure, are overweight and/or have a heart condition, play it safe and get someone else to do the shoveling.

Experts warn that snow shoveling is not the exercise to use to start getting into shape. Prevent injury:

- ★ Don't shovel snow after smoking or eating a heavy meal. These activities put an extra load on your cardiovascular system.
- ★ Dress in layers so clothing can be peeled off as the body becomes warm. Being hot makes the heart work harder.
- ★ Wear a scarf over nose and mouth to avoid breathing cold air.
- ★ Wear a hat to retain body heat.
- ★ Avoid twisting. Instead, pivot.
- ★ Pace yourself, taking frequent rest breaks.
- ★ Shovel safely by bending legs slightly at the knee, letting thigh muscles do most of the pushing and lifting work. This will reduce strain on the heart and back.
- ★ Use a shovel with a small scoop and keep loads light and small.



Source: Hope Heart Institute.

Steve Dunn is the Department's Safety Coordinator.

He is also Director of the Mine and Cave Safety and Health Consultation Program for the Division of Labor Standards.

Governor's Council on Disability Presents 2002 Inclusion Awards for Advocate of the Year and Excellence in Universal Design and Technology

The St. Louis Cardinals Care grants program is the winner of the 2002 Inclusion Award for Excellence in Universal Design and Technology, presented by the Missouri Governor's Council on Disability. The award recognizes the efforts of a person or organization to incorporate aspects of design and/or technology into their community that are universally accessible by all people.

The organization received the award in recognition of their dedication to creating a fully accessible park and baseball field for youth at Spanish Lake Park in North St. Louis County. Cardinals Care is a grants program that donates to St. Louis area organizations that support kids. Funding comes from Cardinals players, team owners, local businesses and fans.

In addition, the winner of the Eleventh Annual Bob Aldridge Advocate of the Year Award is Ms. Anita Carroll of Marshall, MO.

Carroll is the president of the People First of Missouri Chapter. She represents individuals with developmental disabilities in all aspects of life and fights for equal rights and inclusion for all individuals. According to Carroll, she is constantly advocating for others because it is her passion and her life.

The Missouri Department of Labor and Industrial Relations' Governor's Council on Disability presents Inclusion Awards each year to recognize and honor Missouri's individuals, groups, organizations and businesses for their successful inclusion of people with disabilities in the areas of employment, education, parenting, advocacy and community.

Tips for Dealing with Angry or Upset People

Workplace violence is one of the fastest growing forms of murder in the United States today. It is the number one cause of occupational death for women and the second leading cause of occupational death for men.

One way you can help prevent acts of workplace violence is by knowing the best way to deal with angry or upset people you may encounter in your job. Whether they are co-workers, customers or strangers, these tips will help you diffuse a potentially violent situation and calm down verbally disruptive individuals.

1. Control your own behavior.
This is the most important thing you can do. Remain calm and professional.
2. Focus on the problem.
Concentrate on the problem at hand, not the rude, angry or insulting comments and behavior you might be experiencing.
3. Don't take things personally.
4. Allow the person to vent.
This gives the upset person a chance to release some tension and will make the rest of your conversation more productive.
5. Answer questions.
Be willing to help. Give the person as much information as you can. If you can't answer a question, say so, but offer to find out. Then find out!
6. Don't pass on problems. Try to solve them yourself.
7. Listen actively.
Focus on the angry person alone and use statements that let them know you are paying attention, like, "I understand," or "Oh, that is a problem."
8. Use the person's name.
This makes the situation more personal and has a calming effect.
9. Show respect.
Even if the person does not deserve it, show respect. It helps calm them down, and helps you maintain professionalism.
10. Speak softly.
This has a calming effect and also forces the person to be quiet or stop shouting in order to hear what you are saying.
11. Speak slowly.
Show that you are willing to take the time to resolve the problem. Speak at a rate that can be understood.
12. Don't make false promises.
Making false promises will make the person angrier the next time.
13. Use reflective statements.
Paraphrase what the person said to show you are listening and give them a chance to correct you if you misunderstood.
14. Use supportive statements.
Let them know you want to help solve their problem. Don't make them feel like they are bothering you. Say things like, "I understand how frustrating this is for you."
15. Apologize.
Even if it is not your fault. People who think they have been wronged want to hear others say they are sorry.
16. Set and enforce limits.
If the person insists on continuing verbal abuse or can't be calmed down, set a limit. Say things like, "I would really like for us to solve this problem, but if you don't stop cursing at me I will have to terminate this phone call."

Information courtesy of the Missouri Capitol Police.

LIFESTYLES



Retirees from November 2002

Appeals

Wanda Mantle, Claims Technician I

Division of Employment Security

Daniel Hobbs, Labor and Industrial Relations Manager,
Unemployment Insurance Programs

New Employees from November 2002

Division of Workers' Compensation

Brian Lane, Investigator II

Division of Employment Security

Betty Jungmeyer, Senior Office Support Assistant, Benefits

Jason Moomaw, Unemployment Insurance Auditor
I, Contributions Field

David Seevers, Unemployment Insurance Auditor I,
Contributions Field

Kara Sorrells, Unemployment Insurance Auditor I,
Contributions Field

Promotions from November 2002

Administration

Deborah Reynolds, Mailroom Supervisor

Division of Workers' Compensation

Irene Hollandsworth, Senior Office Support Assistant

Division of Employment Security

Barbara Barlish, Labor and Industrial Relations Manager, UI
Programs

Karen Glor, Claims Supervisor III, Kansas City Regional
Claims Center

Terry Lawley, Claims Supervisor II, Springfield Regional
Claims Center

Robert Parker, Claims Supervisor II, Benefits

Linda Shahangian, Claims Supervisor III, Benefits

New MOSERS Website Feature Helps with Retirement Planning

The MOSERS website now has a feature that will calculate your retirement benefit, based on any retirement date you choose. To use this new feature, go to www.mosers.org and click on "Select a Date for Your Retirement Estimate." You must first sign up for a password that will be mailed to your home address in five or fewer days. Once you get the password, you can sign on, pick any date and get an estimate of all benefits you are eligible for on that date. Even if you are not close to retiring, this site can give you an idea of what planning you can do between now and then.

2003 Central Missouri Martin Luther King, Jr. Birthday Celebration to be Held January 13

The 2003 Central Missouri Martin Luther King, Jr. Birthday Celebration will be held from 10 a.m. to noon on January 13, 2003, at the Capitol Plaza Hotel in Jefferson City.

The annual celebration is built around recognizing the achievements of students, adults and organizations from the Mid-Missouri area that exemplify the values and philosophies of the Rev. Dr. Martin Luther King, Jr. This year, Governor Bob Holden will speak and present awards to winners of the Youth Essay, Youth Art and Adult Commission Awards.

Holiday Simmons, a literacy program coordinator, writing instructor and Internet radio show host from St. Louis, is the featured speaker. Simmons will share her experiences from educational excursions in Guatemala, Central America and Ghana, West Africa. She is currently working on a Masters degree in Social Work at the George Warren Brown School of Social Work at Washington University in St. Louis. Her presentation will be based on this year's theme, "Standing on the Promises of a Dream."

In addition, local celebrity Mike Roberts, KRCG-TV meteorologist, will serve as Master of Ceremonies.

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**Missouri Department of
Labor and Industrial Relations**

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Joann Lindemann, Editor

Volunteer Editorial Staff

Kristy Elisha
Staci Fowler
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Jane Massman
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Missouri Department of Labor and Industrial Relations
Office of Public Affairs
PO Box 1958
Jefferson City, MO 65102-1958

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